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2901/301
COMPUTERIZED DOCUMENT
PROCESSING III
November 2022
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

BUSINESS EDUCATION SINGLE AND GROUP CERTIFICATE
EXAMINATIONS

DIPLOMA IN SECRETARIAL STUDIES
MODULE III

COMPUTERIZED DOCUMENT PROCESSING III

3 hours

INSTRUCTIONS TO THE CANDIDATE

1. You have ten minutes to read through the instructions and the paper before starting the examination.
2. Attempt **ALL** the five exercises.
3. Any problem with the computer should be reported to the invigilator immediately.
4. Direct any question(s) to the invigilator only. Conversing with fellow candidates may lead to disqualification.
5. Write your **name and index number** on the cover page and on the CD provided.
6. Burning of the CD and printing are not part of the allocated time for the examination.
7. At the end of the examination, ensure that all your printed work is stapled with the cover page provided.
8. Hand over your printed work and the CD to the invigilator at the end of the examination.

This paper consists of 10 printed pages.

The candidate should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

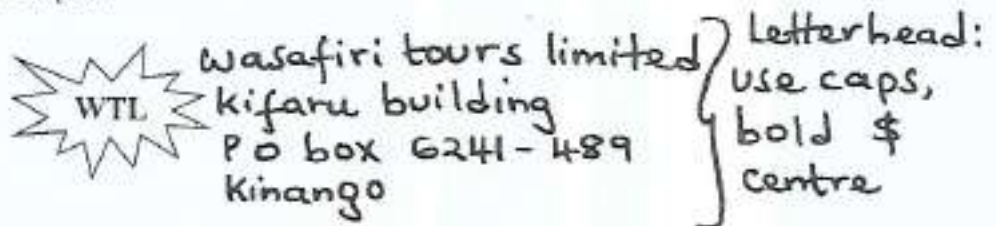
SPECIFIC INSTRUCTIONS TO THE CANDIDATE

1. Create a folder named **CDPIII22xxxx** (*add the last four digits of your index number, e.g. CDPIII220003*) on the desktop where you will save all your work.
2. Ensure that you burn the folder **CDPIII22xxxx** and all its contents on the CD provided.
3. Use font size **12** and font style **Times New Roman** for all the exercises unless otherwise specified.
4. Insert your name and index number as a header on each document.
5. Read the instructions of each exercise carefully.
6. Print on one side of the paper only and use a fresh sheet of paper for each document.
7. Ensure you hand in your work in both soft and hard copy.

easyvet.com

Exercise 1

1. Prepare a letterhead using the logo below and key in the following letter as for dispatch today.
2. Using the addresses given below, create a data source and save it as **WTL22** in your folder to print out later.
3. Insert reference number **WTL/LM/2022**.
4. Using mail merge, send original letters to **WUNDANYI** and **KAIMOSI** addresses only.
5. Use a diagonal watermark "**Wasafiri**".
6. Save the form letter as **EXERCISE1** and the merged document as **EXERCISE1A** in your folder to print out later.
7. Address envelopes.



Dear Sir

proposed tour

We have received a request from your «ContactPerson» asking that we provide information on a proposed tour by your staff in two weeks' time. We are happy to give you guidelines on guided tours both within and outside the country.

Wasafiri Tours Limited was established in 1984 and has been organizing excursions, tours and safaris to several destinations throughout East and Central Africa. We would be happy if you gave us an opportunity to organize a tour that would give your staff a life-changing experience. The following is a brief on some of the requirements for tours and safaris.

Local Tours These are tours made within the borders of our country. The requirements for local tours are not complex. Each member on the trip is required to always carry a National Identity (ID) card.

This document is to be produced in all hotels and lodges when one needs to book for accommodation. While our company will make reservations for members on the trip, each person is required to personally fill a registration form at the point of entry to the hotel, hence the need for the ID card.

For entry into any of the national parks and game reserves, the ID card is required as proof of citizenship as entry charges are lower for locals. The card is also mandatory if one wishes to travel via the Railway Standard Gauge (SGR).

External Tours: When taking trips outside the

Display items:
 (i)
 (ii)
 (iii)

country, the requirements are more stringent and may differ from country to country. Some of the standard requirements while on tour outside the country include: (i) a Yellow Fever certificate indicating that one has been inoculated against the disease; (ii) a valid passport; (iii) a visa issued by the embassy of the country one wishes to visit that must not expire during the period of stay.

but/ Visitors who are nationals of the East Africa Community member states are not required to carry any visa, the East African Passport or the Temporary Pass valid for three months is mandatory. While the rules keep changing, we inform our clients long before the tours commence.

Start/ ~~Currency: We advise our clients to have enough money for shopping and other forms of private entertainment not covered in the tour packages. When taking trips within the country, the currency of choice is the Kenya Shilling. We advise our clients not to carry hard cash as this exposes them to unwanted attention.~~ For trips outside the country, our clients are encouraged to use any international currency accepted in most countries. The most acceptable currencies include, but are not limited to, the US dollar and the British pound. [Attached please find our detailed brochure on various destinations and their charges.

NP/

Yours faithfully, WASAFIRI TOURS LIMITED / bold
 celestine sambo, Tour Manager
 Enc.

Designation	Company	Address	Town	Contact person
The managing Director	Mountain Manufacturers Limited	P.O. box 392-001	Wundanyi	Human Resource manager
The company Director	Top cut Industries	P.O. box 103-256	KAIMASI	Customer Relations manager
The chief officer	Thendi limited	P.O. box 278-120	MWATABA	Public Relations officer

USE PARAGRAPH HEADINGS AND BLOCKED STYLE

Exercise 2

1. Key in the following manuscript in **double-line** spacing.
2. Save it as **EXERCISE2A** in your folder to print out later.

Organizational structure/caps, bold & centre

A structure is a pattern of formal relationships that exist among groups and individuals in an organization. Every organization, regardless of the size, has a structure.

In large organizations, the structure is documented in form of organizational charts.

and/

Display bulleted items

A formal structure in an organization depicts the various positions with clearly defined functions & relationships. It attempts to give order and unity to the actions and efforts of people working together. The structure put in place must therefore facilitate organizational performance as well as satisfy the needs of the employees. A good structure should reflect the following characteristics: ■ objectives and plans. ■ Authority available to the management. ■ The environment in which it operates in.

Importance of a Good Structure

A good organizational structure requires a lot of time and effort to design and put in place. This will in turn facilitate proper administration ~~and make~~

close up

by making management effective and providing a frame work in which

minimizes

work can be performed. Besides, it allows optimum use of available resources, avoids wastage of materials and duplication of work.

A good structure enhances effective communication as it enables information to get to the right people at the right time. In addition, it allows growth and diversification through division of work and delegation of authority due to the changes brought about by the growth. It also encourages good human relations as it ensures that people are assigned jobs they can perform.

NP/ [There are various types of structures to choose from and different organizations can adopt any of them based on their functions. Three of them are discussed below.

LINE AND MILITARY ORGANIZATION It is the oldest form of organizational structure and lines of authority are straight or vertical. The organization is divided into several departments, each led by a head of department. The departments exist for control and direction where individuals at the same level perform similar duties. ~~Authority flows from the top to the lower levels as orders issued from the top executive to the heads of departments are in turn~~ passed to the Junior Staff working under them. The principles of scalar and unity of command are strictly followed in this type of structure.

Functional organization

For this structure to work, only inter-related jobs are put in the same departments. Thus, all related activities must be bound into functions and then allocated to specific departments. There should be no duplication of work as

jobs are specified according to functions. This results in specialization due to division of labour, leading to a high degree of efficiency.

Committee Organization

For a committee to be effective, the appointing body should ensure that there is a well-defined authority and scope. There must be proper selection of the leader as well as the committee members who should not be too many or too few. A committee consists of an appointed body of persons with delegated functions and is accountable to the appointing authority. Various committees are appointed based on the power they exercise. There are those that have the power to bind the appointing body and those that do not have. Committees are also classified according to their functions or duration.

use shoulder headings

Exercise 3

1. Create the following table.
2. Centre the table both vertically and horizontally.
3. Save it as EXERCISE3A in your folder to print out later.

Tana Institute of Computer studies / caps, bold & block

Admissions and Income from Various Campuses – 2018 to 2021

ADMISSIONS				
PACKAGES	YEAR			
	2018	2019	2020	2021
	Number	Number	Number	Number
Windows	1050	2055	304	2876
Email Essentials	2,022	943	2018	8689
MS Word	4,234	1,194	384	5384
MS Access	1099	3764	595	2,633
Power Point	3,056	129	8737	2734
Corel Draw	234	576	284	2,137
Excel	798	3483	1028	6055
MS Publisher	2976	183	2743	1855

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step
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ADMISSIONS IN SELECTED PACKAGES ACROSS CAMPUSES – 2021				
CAMPUS	PACKAGE	SEMESTER		
		1 st Semester	2 nd Semester	3 rd Sem.
		Number	No.	Number
Buru Buru	Windows	120	645	266
Roysambu	MS word	801	783	1,000
Westlands	Essentials Email	1300	1,177	688
Ruiru	Excel	302	453	752
Kiambu Town	Power Point	1001	365	113

in full /
o/
trs /

INCOME FROM SELECTED CAMPUSES			
YEAR	CAMPUS		
	Westlands	Roysambu	Kiambu Town
	Ksh (000)	Ksh(000)	KSh (000)
2018	1,887	876	188
2021	1,111	766	2,002
2020	1982	1013	1992
2019	2,001	899	1234

Exercise 4

1. Create a Personal Loan Check-off Application Form attractively using the information given below.
2. Save it as EXERCISE4A in your folder to print out later.

main/
Design a form with a letterhead for Tawi Development Bank, P o Box 333-00636, Sotik. The form has a title "personal loan check-off application form". It has eight parts, (1-8). All the headings should be in initial caps, bolded and italicized. Provide spaces for filling in the information in all the eight parts of the form.

Part 1 is headed applicant's details and has the following information: surname, other names, ID number, nationality, PIN, date of birth, gender, marital status, mobile number, postal address, code and town. Part 2 has a heading, bank details. These are: account number branch, account number, account name and date opened.

In part 3, the heading is employment details. This part has two sub-headings namely (a) current employer and (b) employer's physical address. The sub-headings are in initial caps and underscored. Details in section (a) include name of employer, station, date of employment, PF number, department, designation, gross salary: ksh. and net salary: ksh. Key in terms of employment as shown below:

Terms of Employment: (please tick) permanent Contract
Section (b) shows postal address, code and town, building, floor number and street, as well as office telephone number and email.

The fourth part is headed details of referee. Indicate the following: referee's name, ID number, relation to applicant, telephone number, occupation and email address. In part 5,

Key in the heading; Confirmation by head of department and indicate the statement:
"I confirm that the above named is a bonafide employee of and the salary details indicated are correct." It also has the HOD's name, signature, date and official stamp.

Part 6 is headed loan details (please tick).
Indicate the following:

1st Loan Top up Refinance
other details include loan amount: Ksh, amount in words, purpose of the loan and repayment period.

Part 7 is headed authority to recover loan. Indicate the following statement:

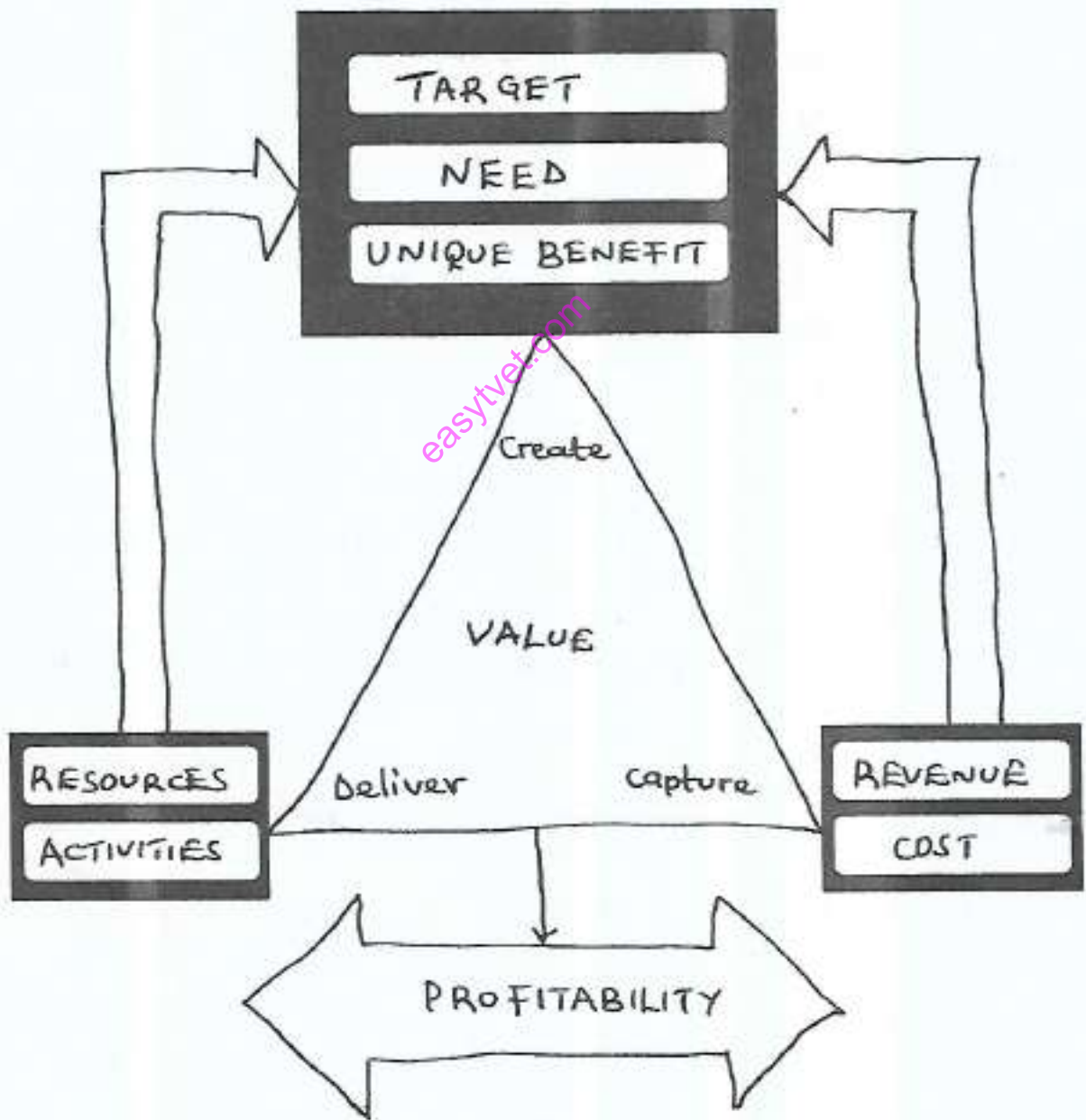
"I.....do hereby give my employer..... irrevocable authority to recover from my salary Ksh..... per month, over a period of months and remit the same to Tawi Development Bank for the credit of my loan account. It has the applicant's signature, ID number and date.

The last part is headed for official use only. Create a table with two columns and three rows. In the first column, indicate name of bank official, branch and immediate sales supervisor ~~the~~ⁱⁿ the three rows. Details in the second column include staff number, branch code and sales code in the respective rows. This part ends with: *approved/not approved..... and, reasons for not approving.....
*Delete appropriately.

Exercise 5

1. Key in the following display attractively on A4 portrait paper.
2. Save it as **EXERCISE5A** in your folder to print out later.

Product Innovation Management



THIS IS THE LAST PRINTED PAGE.